

Record an Incident

Write an Incident Report in the Staff App when something happens on your shift: what happened, who was told and what follow-up is needed.

WHO IT IS FOR Support Worker	TIME NEEDED About 6 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: Every Staff App user can write an Incident Report for a shift they are assigned to. You can write one for a shift dated today or earlier.

Before you begin

- You are signed in to the Staff App. See [Sign in to the Staff App](#).
- You are assigned to the shift, and the shift is dated today or earlier. A shift appears in the app once you are assigned to it, or, in SIL/Smart Rostering, once your organisation has published its roster. See [View your shifts](#).
- Everyone involved is safe. In an emergency, call 000 first and write the report afterwards.



Steps

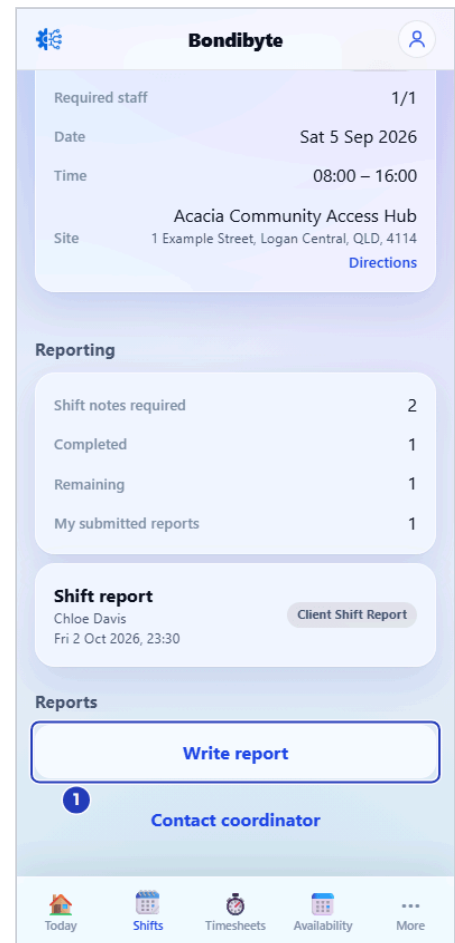
1 Open **Shifts** > your shift > **Write report**

In the menu at the bottom of the screen, tap **Shifts**. Shifts that are happening today are listed under **Today** in **Upcoming**. Finished shifts are in **Past**.

Tap the shift the incident happened on.

1 Scroll down to **Reports** and tap **Write report**. The **Write report** screen opens.

Tip: You can also start from **More** > **Reports** > **Write a report**, which lists your recent shifts, or from **Reports to do** on the **Today** screen.



On the shift, scroll to Reports and tap Write report (1).



2 Choose the client and Incident report

- 1 In **Client**, choose a client from the shift. If the shift has only one client, the name is already chosen.
- 2 Open **What are you recording?** and choose **Incident report**. It is listed under **Reports**. The form opens below.

Note: The list stays empty and says **Choose a client first**. until you choose a client. See Choose the client first when recording.

The screenshot shows the BondiByte mobile app interface. At the top, the app name 'BondiByte' is displayed. Below it, a section titled 'This shift' shows the date 'Sat 5 Sep 2026' and the time '08:00 to 16:00'. The main form has two dropdown menus: 'Client' (labeled with a blue circle 1) showing 'Chloe Davis' and 'What are you recording?' (labeled with a blue circle 2) showing 'Incident report'. Below these are fields for 'Title (optional)' (containing 'Incident report'), 'Incident date *' (containing '05/09/2026'), 'Incident time' (containing '--:-- --'), and 'Location' (containing 'Acacia Community Access Hub'). At the bottom, there is a navigation bar with icons for 'Today', 'Shifts', 'Timesheets', 'Availability', and 'More'.

Choose the client (1), then Incident report (2).



3 Say what happened

- 1 Check **Incident date**. It starts as the date of the shift. Change it if the incident was on another day. This is required.

Add the **Incident time** if you know it. **Location** shows the site of the shift and cannot be changed.

- 2 Choose the **Severity**. It starts as **Low**. This is required.
- 3 Choose the **Incident category** that fits best. This is required.
- 4 In **What happened**, describe the incident in your own words. Say who was involved, including the client's name if they were. This is required.

In **Immediate response**, say what you did straight away. Use **Injury / harm sustained** for any injury or harm, to anyone.

Title (optional): A short name for the report. If you leave it empty, the report is called **Incident report**.

Incident date *: Required. It starts as the date of the shift.

Incident time: Optional. The time the incident happened.

Location: The site of the shift. The screen says **Location comes from the selected assigned shift**.

Severity *: Required. Choose **Low**, **Medium**, **High** or **Critical**. It starts as **Low**.

Incident category *: Required. Choose **Injury**, **Behaviour**, **Medication**, **Missing person / absence**, **Property damage**, **Restrictive practice concern**, **Safeguarding concern** or **Other**.

What happened *: Required. What happened, in plain words.

Immediate response: Optional. What you did straight away.

Injury / harm sustained: Optional. Any injury or harm, to anyone.

Important: Write facts only, such as what you saw, heard and did. Do not guess why it happened.

Check the date (1), choose the severity (2) and the category (3), then describe what happened (4).



4 Say who was told and what should happen next

- 1 **Emergency services involved** starts as **No**. Choose **Yes** if they were called.
- 2 **Family/guardian notified** starts as **No**. Choose **Yes** once someone has told them.
- 3 **Manager notified** starts as **No**. Choose **Yes** once you have told your manager.
- 4 Choose **Reportable incident**. It starts as **Unsure**. Choose **Yes** or **No** only if you know. Otherwise leave **Unsure** and tell your coordinator.
- 5 In **Follow-up action required**, say what still needs to be done, if anything.

In **Preventive action / recommendation**, say what could stop it happening again.

Emergency services involved: Choose **No** or **Yes**.

Family/guardian notified: Choose **No** or **Yes**. It records whether someone has told them.

Manager notified: Choose **No** or **Yes**. It records whether you have told your manager. Choosing **Yes** is not the same as telling them, so contact them yourself.

Reportable incident: Choose **Unsure**, **No** or **Yes**.

Follow-up action required: Optional. Anything that still needs to be done.

Preventive action / recommendation: Optional. Your suggestion to stop it happening again.

Warning: Submitting the report is not the same as telling someone. If someone needs help, or your manager needs to know now, contact them straight away. You can use **Contact coordinator** on the shift.

Answer who was told (1 to 3), choose **Reportable incident** (4) and say what follow-up is needed (5).



5 Add photos if you need to, then tap **Submit report**

- 1 If a photo helps, tap **Photos (optional)** and choose images from your phone. Each photo is listed with a **Remove** link in case you chose the wrong one.
- 2 Check what you wrote, then tap **Submit report**.

The report is saved. A message says **Report submitted**. and the app returns to the shift. If you added photos, the message also says how many were attached.

Photos (optional):

Images only (JPG, PNG, GIF or WEBP), up to 25 MB each. The photos are uploaded when you submit the report.

The screenshot shows the BondiByte app interface for recording an incident. The form includes several sections: a dropdown menu at the top, a 'Manager notified' section with a 'Yes' dropdown, a 'Reportable incident' section with a 'No' dropdown, a 'Follow-up action required' section with a text input field, and a 'Preventive action / recommendation' section with a text input field. A 'Photos (optional)' section is highlighted with a blue circle and the number 1, containing a 'Choose Files' button and 'No file chosen' text. Below this is a 'Submit report' button highlighted with a blue circle and the number 2. The bottom navigation bar shows icons for Today, Shifts, Timesheets, Availability, and More.

Add photos if you need to (1), then tap **Submit report** (2).

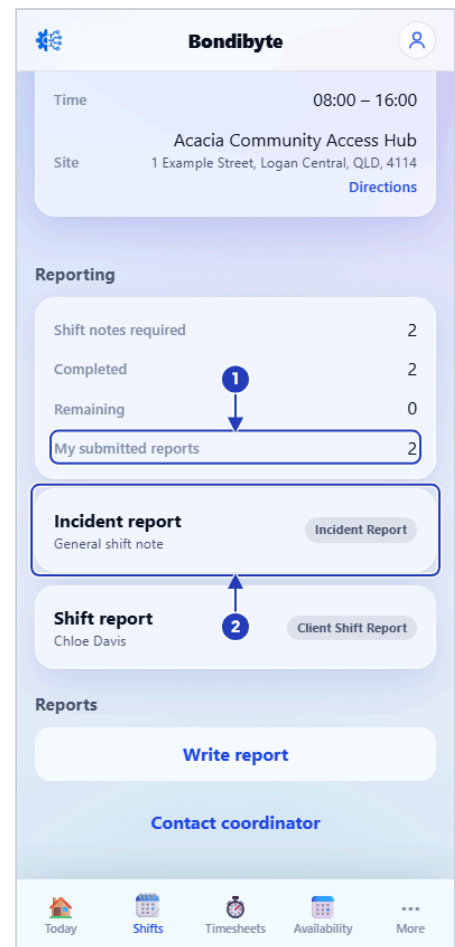


6 Check that your report was saved

On the shift, scroll to **Reporting**.

- 1 **My submitted reports** shows a higher number.
- 2 Your incident is listed underneath, with its title and a label for the type of report.

To read it later, tap **More**, then **Reports**, then tap the report. Tap **Edit report** to change it.



My submitted reports (1) goes up and the Incident Report is listed (2).

What happens next

Your Incident Report is saved against the shift. Your organisation's office team can read it in BondiByte, in their list of reports.

It is a report. A manager decides whether to record it on the organisation's Incidents register. See The incident workflow.

If a second incident happens on the same shift, write another Incident Report. On a shift with no client, the form opens your existing report, so add it there.

Important notes

Important: An Incident Report is always available. It does not need to be switched on by your organisation. It is the only report you can write on a shift that has no client.

Warning: Writing an Incident Report does not replace telling your coordinator. If someone is hurt, or you think the incident is serious, contact your coordinator or manager straight away.



Good practice

- Make sure everyone is safe first. Write the report when you can, on the same day, while you remember the details.
- Be specific. Say where, when and who was there, and what you saw and did. Leave out opinions.
- Name the client in **What happened** if the incident involved them. The report is saved against the shift, so the client's name should be in your words.

Troubleshooting

Incident report is not in the **What are you recording?** list, and the list says **Choose a client first**.

Why it happens: The list stays empty until you choose a client.

What to do: Choose a client in **Client**. See [Choose the client first when recording](#).

There is no **Client** box, and **Incident report** is the only choice.

Why it happens: The shift has no client linked to it. Only an Incident Report can be written on a shift like that.

What to do: Choose **Incident report** and write the report. Tell your coordinator that the shift has no client.

Write report is missing, or a message says **Reports can only be added for shifts dated today or in the past**.

Why it happens: The shift is dated in the future, or it was cancelled.

What to do: Open the shift again once its date has arrived. If you need to report something now, tell your coordinator.

A message says **Incident date is required.**, **Severity is required.**, **Incident category is required.** or **What happened is required.**

Why it happens: A required box is empty.

What to do: Fill in the box named in the message, then tap **Submit report** again.

I cannot change **Location**.

Why it happens: The location is the site of the shift you chose, so the box is locked.

What to do: Describe the exact place in **What happened**, for example the room.

A photo is missing from the report.

Why it happens: The photo was not an image, or it was over 25 MB. A message names the file that was skipped.

What to do: Choose a JPG, PNG, GIF or WEBP image under 25 MB. If the report is already saved, open it from **More > Reports**, tap **Edit report**, add the photo and tap **Update report**.

I need to correct something in a report I already submitted.

Why it happens: A submitted report can be edited by the person who wrote it.

What to do: Tap **More**, then **Reports**, then the report, then **Edit report**. Change the text and tap **Update report**.

Need more help?

Guides: bondibbyterobotics.com.au/guides | Support: support@bondibbyterobotics.com.au

Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated. Last reviewed 2 October 2026.